



M E D I A R E L E A S E

STATE OF TENNESSEE
BUREAU OF TENNCARE

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CONTACT: MARILYN WILSON
615.507.6450 (OFFICE)
615.969.2619 (MOBILE)

TENNCARE AUDIT FINDINGS FEWEST IN BUREAU HISTORY AGENCY HAS SEEN 90 PERCENT DROP IN AUDIT FINDINGS, IN PAST 5 YEARS

NASHVILLE – As the Bureau of TennCare heads into its annual fiscal review process today, it looks to expand upon the success it has seen the past several years in operating more efficiently and in yielding significantly fewer audit findings.

The State of Tennessee Comptroller of the Treasury's annual audit report has had substantially fewer audit findings for TennCare in the past few years. For example, the audit report for fiscal year 2002 returned 39 total findings. This past year, TennCare had four findings – an improvement of about 90 percent.

"The more efficiently our operation runs, the better it serves our enrollee population," said TennCare Director Darin Gordon. "The significant reduction in audit findings has corresponded with our efforts to restructure the program by adding oversight and systemic safeguards. This demonstrates the Bureau's commitment to resolving issues quickly."

Along with the decrease in the number of audit findings has been a decrease in the findings' severity. They have dealt more with technical aspects of the TennCare program, rather than with structural flaws in its administration. The Bureau also has seen a reduction in repeat findings. "We have been able to implement strategies to resolve audit issues when they arise, and to lessen repeat findings year after year," Gordon said.

"Our increased efficiency results from a number of improvements we have made," he said. "We have implemented a new computer system; we have more clearly defined our processes; and we have been fortunate to have had increased continuity in key management positions. Over the past few years, there has been a cultural shift in how the Bureau regards and responds to audit findings."

"At the end of the day, the audit process is a constructive one," Gordon said. "It helps us find ways to constantly improve our operations. We are proud of the progress we have made, and we will remain vigilant in our efforts to resolve issues as they are identified."

TennCare is Tennessee's managed-care Medicaid program serving approximately 1.2 million low-income children, pregnant women and disabled Tennesseans, with an annual budget of \$7 billion.

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310 Great Circle Road
Nashville, Tennessee 37243
615.507.6000